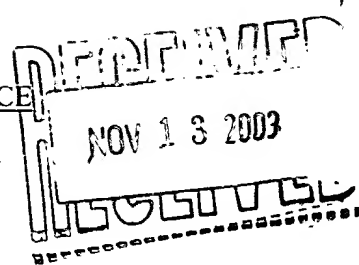


PATENT

2681

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants: Anil K. Annadata, Wai H. Pak, Mingte Chen, Henry D. Jay
Assignee: Siebel Systems, Inc.
Title: System and Method for Maintaining Real-Time Agent Information for Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Unassigned Group Art Unit: 2681
Docket No.: SBL0002US Client Ref. No. SIEB060/US

Austin, TX
June 20, 2003

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT
37 CFR § 1.97(b)

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JUN 25 2003

Technology Center 2600

Dear Sir:

Pursuant to 37 C.F.R. § 1.56, § 1.97 and § 1.98, the documents listed on the accompanying PTO Form-1449 are called to the attention of the Examiner for the above patent application. Copies of these documents are enclosed.

Citation of these documents shall not be construed as:

1. an admission that the documents are necessarily prior art with respect to the instant invention;
2. a representation that a search has been made; or
3. an admission that the information cited herein is, or is considered to be, material to patentability as defined in § 1.56(b).

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 20, 2003.


Attorney for Applicants

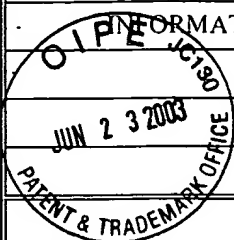
6/20/03
Date of Signature

Respectfully submitted,



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Attorney for Applicants
Reg. No. 47,026
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512-439-5099 (fax)

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| U.S. Department of Commerce, Patent and Trademark Office | | | | | | Atty Docket No. | | Serial No. | |
| | | | | | | SBL0002US | | 09/823,770 | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | | | Applicants | | | |
| (Use several sheets if necessary) | | | | | | Anil K. Annadata et al. | | | |
| | | | | | | Filing Date | | Group | |
| | | | | | | March 31, 2001 | | 2681 | |
| U.S. Patent Documents | | | | | | | | | |
| *Examiner Initial | | Document Number | Date | Name | Class | Subclass | Filing Date If Appropriate | | |
| | AA | | | | | | | | |
| | AB | | | | | | | | |
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| Foreign Patent Documents | | | | | | | | | |
| | | | | | | | Translation | | |
| | | Document | Date | Country | Class | Subclass | Yes | No | |
| | AL | | | | | | | | |
| | AM | | | | | | | | |
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| | AO | | | | | | | | |
| | AP | | | | | | | | |
| OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.) | | | | | | | | | |
| | AQ | Copy of International Search Report as mailed from the PCT on July 12, 2002, for International Application No. PCT/US02/09879, 4 pages. | | | | | | | |
| | AR | Copy of International Search Report as mailed from the PCT on September 4, 2002, for International Application No. PCT/US02/10191, 4 pages. | | | | | | | |
| | AS | | | | | | | | |
| Examiner | | | Date Considered | | | | | | |
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